

# Case Study: Guiding the Shire of Dardanup Through ERP Transition Client

## Client Snapshot

The Shire of Dardanup embarked on a major digital transformation journey to transition from SynergySoft to ReadyTech ERP. The project required significant business process changes and organisational change across core functions – Finance, Infrastructure, and Regulatory Services. Recognising the scale and complexity of this transformation, Bhani Consulting lead pre-implementation business process mapping and deliver structured change management services to ensure a smooth transition to the new ERP platform.

Shire of Dardanup (WA)

Sector: Local Government

Services Delivered: Business Process Mapping, Change Management, and Go-Live Support

[Here is the feedback from Kieran O'Brien \(Executive Project Sponsor\)](#)



**Kieran O'Brien**

ERP Project Manager – Shire of Dardanup ERP implementation 2024-25



SP successfully completed business process mapping workshops, modelling current Finance, Infrastructure and Regulatory processes within ERP pre-implementation works for the Shire of Dardanup. He subsequently provided service as a change management expert and mentor for implementation cutover. SP possesses mature BA skills, is easy to work with and trusted to complete high-quality deliverables for local government ERP projects at reasonable cost.



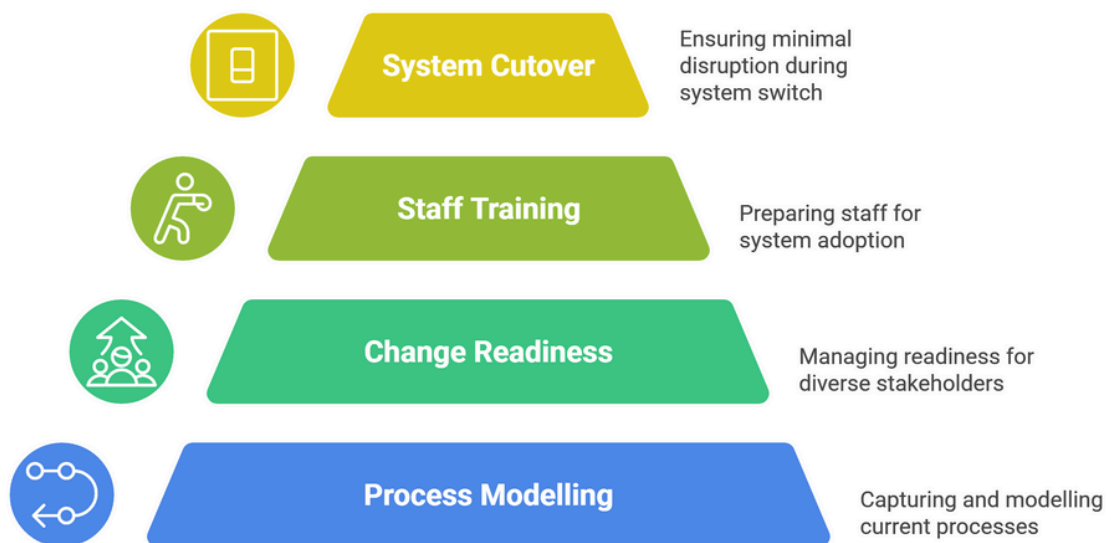
## The Challenge

The Shire's ERP implementation spanned multiple functional areas and required:

- Capturing and modelling current-state processes across multiple departments.
- Managing change readiness for diverse stakeholder groups.
- Preparing staff for process and system adoption under tight timeframes.
- Supporting a successful system cutover with minimal operational disruption.

The Shire needed a trusted advisor who could combine strong business analysis, ERP experience, and change management leadership within a local government context.

### ERP Implementation Pyramid



Made with  Napkin



## Our Approach

Bhani Consulting, led by SP Singh, implemented a structured change management and process mapping approach aligned with ADKAR principles (Awareness, Desire, Knowledge, Ability, Reinforcement):

### **Business Process Mapping & Readiness Assessment**

Conducted collaborative workshops to map and document current-state Finance, Infrastructure, and Regulatory processes. Identified key system dependencies and areas requiring change enablement.

### **Change Strategy & Planning**

Developed the Change Management Framework and governance model, including communication strategy, stakeholder analysis, and a Change Champion mentoring program for the Shire's internal leads.

### **Training & Engagement**

Supported the Shire's ERP training program and ensured alignment of training materials with process changes. Created quick-reference guides and FAQs for staff readiness.

### **Implementation & Go-Live Support**

Provided onsite workshops and mentoring during the cutover phase. Facilitated communication between to ensure confidence and continuity.

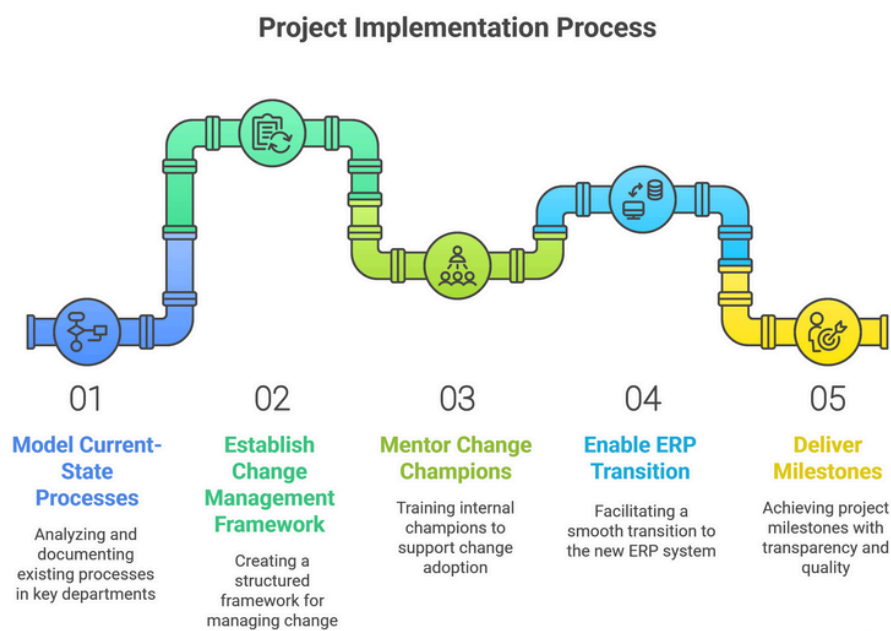
### **Post-Implementation Support**

Conducted adoption assessment and post-go-live evaluation. Delivered insights and recommendations to sustain behavioural and process change beyond the initial transition period.



## Results

- Successfully modelled current-state processes across three key departments (Finance, Infrastructure, Regulatory).
- Established a structured change management framework that strengthened project governance and stakeholder alignment.
- Mentored internal Change Coordinator to continue supporting adoption post-go-live.
- Delivered all milestones with transparency, collaboration, and quality assurance.



## Key Success Factors

- Deep understanding of local government operating environments
- Balanced technical and human-centric approach to ERP change
- Close collaboration with internal project leadership and staff
- Clear, structured communication and mentoring model

